

Tina Lochart

123 September Street, Manassas, VA 20110
(703) 703-1234 tlochart@erols.com

Objective

A senior-level administrative position where strong interpersonal and organizational skills are needed to assist a small to mid-sized company in resolving its day-to-day administrative and operational challenges.

Competencies & Proficiencies

- MS Suite: Word, Excel, Access, Powerpoint, Outlook, Visio, Publisher
- Planning & Scheduling
- Internet research
- Customer service
- Accounts payable, accounts receivable, payroll

Professional Experience

Administrative Assistant

2004 – present Virginia Department of Transportation Manassas, VA

- Provided administrative support for two managers and their business units.
- Reduced customer complaints regarding telephone hold time by creating decision tree to direct customer to appropriate team
- Conducted special research project on reducing scheduling errors.
- Trained interns and students so they were able to make immediate contribution.
- Assisted with general accounting functions when team was short-handed.

Office Assistant

2001 – 2004 Virginia Department of Transportation Manassas, VA

- Skilled in telephone and front desk reception in a high-volume environment.
- Assisted with budget preparation and monthly budget variance reporting.
- Maintained bi-monthly employee timesheets and attendance records.
- Coordinated travel arrangements for 20+ member team.

Education

Bachelor of Arts (Art & Art History) 9/1999 – 5/2001
University of Mary Washington, Fredericksburg, VA

Associate of Arts (Business) 9/1997 – 5/1999
Northern Virginia Community College, Manassas, VA

Additional Information

"Tina excels as an administrative support professional...she keeps the front office organized and efficient...she volunteers for assignments that others won't touch...she handles customer complaints to ensure win-win solutions..."

--excerpts from 2008 Performance Review